

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

In the Matter of:

Nooksack Branch
Nooksack, Washington 98276
(City of Nooksack, Petitioner)

Docket No. A2011-17

UNITED STATES POSTAL SERVICE RESPONSE TO ORDER NO. 829
(September 1, 2011)

On August 26, 2011, the Commission issued Order No. 829,¹ directing the Postal Service to provide a status report addressing a set of issues related to the Nooksack Branch and its customers. The United States Postal Service provides its responses to Questions 1 through 6. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE
By its attorneys:

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September 1, 2011

¹ Interim Order Concerning Service Status, PRC Order No. 829, PRC Docket No. A2011-17 (August 26, 2011).

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1. What is the current status of the Nooksack [Branch]?

RESPONSE:

To clarify, the Nooksack Branch is a branch and not a Post Office. Operations were suspended on May 28, 2011. The existing Post Office Boxes in Nooksack were physically removed and relocated into the Everson Post Office, 0.9 mile away.

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2. How is service currently being provided to customers formerly served by the Nooksack [Branch]?

RESPONSE:

Service is currently being provided by rural route carrier and Post Office Box delivery. Customers were surveyed and given the option of maintaining their existing Post Office Box address or converting to street delivery.

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3. Are cluster box[] units (CBUs) being used to provide service to former [P]ost [O]ffice [B]ox customers? If so, when were such CBUs placed in service?

RESPONSE:

CBUs were installed to accommodate all customers choosing to establish street delivery. Of the over 300 surveys sent, less than half were returned.

Some customers indicated that they wanted both street and P.O. Box delivery while other customers made no indication. All CBUs were installed and operational by July 1, 2011.

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4. Has the Postal Service made a determination to close the Nooksack [Branch]? If so, please elaborate. If not, what is the status of the discontinuance feasibility study?

RESPONSE:

On July 11, 2011, the Vice President of Delivery and Post Office Operations made the final determination to close the Nooksack Branch.

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5. In connection with the suspension of operations at the Nooksack [Branch], please describe the Postal Service's efforts to:
- a. secure alternate quarters; and
 - b. take necessary corrective action.

RESPONSE:

- a. No action was taken to secure alternate quarters. P.O. Boxes were physically moved to the Everson Post Office and CBUs were installed for customers requesting street delivery. Retail services are available at the Everson Post Office, located 0.9 mile from the Nooksack Branch.
- b. Any issue that the Petitioner has raised with the Postal Service has been reviewed and addressed by the Officer In Charge, Postmaster, or Manager, Post Office Operations (MPOO). Local Postal Service officials met with the Nooksack Mayor on August 15, 2011 to discuss the Nooksack community's concerns and suggestions for improving the service provided to the community.

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6. In response to Petitioner's motion to supplement the record, the Postal Service indicated that it "can address the affidavit's content." The Postal Service is requested to address the service issues raised in the affidavit.

RESPONSE:

The service issues arose because of duplicate addresses in the City of Everson and the City of Nooksack that used the same ZIP Code. This issue has been resolved. The delivery options associated with Nooksack ZIP Code 98276 have been changed to allow street delivery. This information has been communicated to the Petitioner.